



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

#6 / Reg Int
Cuff

NCR Docket No. 9378

John D. Frazier, et al.

Group Art Unit: 3671

Application No.: 09/943,708

Examiner: Pezzuto, Robert Eric

Filed: 8/31/2001

For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER
IDENTIFICATION AND SERVICE-TIME MEASUREMENTCommissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450REPLY TO ACTION DATED SEPTEMBER 2, 2003

This is a reply to the Office action dated July 29, 2003, in this application.
Claims 1-41 are pending. All have been rejected. Applicant asks the Office to enter the
amendments below and reconsider this application.

07/14/2004 EKEY11 00000003 501673 09943708

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